

Public Housing Agencies; Indian Housing Authorities; Secretary's Representatives; Field Office Public Housing Directors; Administrators, Offices of Native American Programs Resident Management Corporations, Maintenance Directors

Notice PIH 96-37(HA)
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Maintenance Operations Manual and Supervisory Maintenance Training Materials for Public and Indian Housing

1. PURPOSE. The purpose of this Notice is to advise public housing agencies, and Indian housing authorities (referred to as HAS), resident leaders and the Department of Housing and Urban Development (HUD) staff of the availability of training material for HA maintenance supervisors. The training material consists of a Supervisory Maintenance Training Instructor's Manual, Student Manual and a related video entitled Managing Maintenance in Public and Indian Housing. The instructor's manual and student manual were first made available to the industry through Notice PIH 95-25 (HA) dated April 20, 1995. Subsequently, a Maintenance Operations Manual has been added to these materials. These materials can be used in a variety of ways by a variety of entities to conduct training for maintenance directors, maintenance foremen, maintenance supervisors, resident leaders, property managers, executive directors, etc.
2. BACKGROUND. In an effort to assist HAS to improve or sustain effective maintenance operations, the Department developed a Supervisory Maintenance Training Course. A similar course was developed to address the unique needs of Native American housing. Two very successful pilot sessions (one for public housing and one for Indian housing) were held in September 1994 to test out the materials and the course in general. A cross section of HAS, based on size, geographic location and performance levels participated in the pilot sessions including resident leaders and HUD Facilities Management staff.

The training materials were developed with the assistance and input from an advisory group that

included the National Association of Housing and Redevelopment Officials, the National Center for Housing Management, the Public Housing Authorities Directors Association, the Council of Large Public Housing Agencies and the National American Indian Housing Council. Input on the development of the training materials was also obtained from a variety of industry representatives, including HA maintenance supervisors, executive directors and HUD State Office staff.

3. COURSE DESCRIPTION . The course materials consist of 17 lessons, exercises, case studies, transparencies, maintenance operations manual and a video. The course focuses on three major areas that are necessary for an effective maintenance program. These areas are (1) maintenance functions such as work order systems, vacancy renovations, inspection-repair systems, preventive maintenance, etc., (2) maintenance management skills such as planning, coordinating, communicating, motivating staff, other personnel issues, etc., presented in the context of HA maintenance effectiveness and (3) the involvement and importance of residents in a successful maintenance program. Related case studies, exercises and other activities included in the course result in a very interactive learning process. Both large and small HAs will benefit from the course based on the design of the training materials. The entire course can be presented in approximately 32 hours.

The Maintenance Operations Manual is designed as a day to day guide outlining responsibilities and procedures for the conduct and tracking of all major HA maintenance activities. An important component of the Maintenance Operations Manual is an example of and guidance for preparing an annual Facilities Maintenance Plan (AFMP) for a HA. The AFMP can be adapted for use by both small and large HAs. The Maintenance Operations Manual is designed in such a way that it can be edited/ revised by a HA to address its specific procedures. To facilitate such revisions by HAs for their specific needs, the Maintenance Operations Manual is available on disk in 5.1 Wordperfect format.

4. TRAINING ALTERNATIVES . Examples of how the supervisory maintenance training materials can be used are as follows:

- o A HA could present the course to its staff in increments of 2 to 4 hours per week over several weeks.
- o A consortium of HAs could pool their resources and present the course for staff.
- o A metropolitan, state, regional or national industry chapter/association could present the course.
- o Training professionals, contractors and consultants could offer the course as an entrepreneurial effort for individual or multiple HAs using the HUD developed materials.
- o HAs could acquire the services of training professionals/HA industry professionals to present the course to staff using the HUD developed materials. When using this alternative, HAs must comply with procurement standards set forth in 24 CFR 85.36.
- o Local training institutions could offer the course.
- o Various combinations of the above as well as any number of other possibilities including conduct of the training by HUD State Offices.

5. ORDERING INFORMATION . The following materials may be ordered through HUD User by calling 1-800-245-2691. When ordering, please specify whether the public housing or Indian housing manuals are being requested.

- (A) Instructor's Manual, Supervisory Maintenance Training Course (includes transparencies).
- (B) Student Manual, Supervisory Maintenance Training Course.
- (C) Maintenance Operations Manual (specify if ordering hard copy or disk format).
- (D) Video - Managing Maintenance in Public and Indian Housing .

Note: Fees charged for the materials are based on reproduction costs.

/s/Kevin Emanuel Marchman

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